

## May 2015 MONTHLY REPORTING:

ENROLLMENT				
REGIONS	AMERIGROUP	PEACHSTATE	WELLCARE	REGION TOTALS
Atlanta	195,210	216,617	245,696	657,523
Central	7,903	57,548	85,998	151,449
East	29,802	3,521	39,044	72,367
North	65,063	11,072	101,604	177,739
Southeast	37,809	7,061	72,049	116,919
Southwest	4,561	80,182	39,864	124,607
Statewide	340,348	376,001	584,255	1,300,604
GF Month-end Adjusted Process Results Summary - May 2015 Source: Fiscal Agent, ACS				

PROVIDER CALL CENTER STATISTICS			
	AMERIGROUP	PEACHSTATE	WELLCARE
Avg Speed of Answering	86.80%	86.09%	81.0%
Abandonment Rate	0.69%	2.41%	0.3%
Blocked Calls	0.01%	0.00%	0.00%
Represents May 2015 call center performance totals (including subcontracted vendors). Eighty percent (80%) of calls must be answered by a person within thirty (30) seconds, the Blocked Call rate must not exceed one percent (1%), and the rate of Abandoned Calls must not exceed five percent (5%). Source: CMO Self-Reported data.			

CMO PAYMENTS TO PROVIDERS			
MONTH	AMERIGROUP (\$ Millions)	PEACHSTATE (\$ Millions)	WELLCARE (\$ Millions)
January 2015	\$72,807,382	\$57,037,302	\$111,473,460
February 2015	\$ 69,995,918	\$ 59,271,618	\$ 106,012,983
March 2015	\$ 66,103,921	\$ 69,648,442	\$ 109,865,346
April 2015	\$ 74,640,132	\$ 66,450,822	\$ 114,642,156
May 2015	\$ 75,092,381	\$ 55,575,276	\$ 110,796,482
June 2015			
July 2015			
August 2015			
September 2015			
October 2015			
November 2015			
December 2015			
Represents CMO payments to all provider types for May 2015. Source: CMO "Claims Processing Report"			

# May 2015 MONTHLY REPORTING:

EMERGENCY ROOM CLAIMS PAYMENT May 2015				
	AMERIGROUP	PEACHSTATE	WELLCARE	TOTALS
# of ER Claims Submitted	17,033	14,636	30,738	62,407
ER Claims Paid at a Reduced amount (such as the Triage Rate)	735	8,043	13,262	22,040
# of Appeals	1,378	248	536	2,162
# of Appeals overturned where the Reduced rate is paid at a higher rate	1,137	49	24	1,210
<b>Source: CMO Monthly CMO self-reported number of Emergency Room claims submitted, claims paid, the number of appeals and the number of appeals overturned.</b> Period - May 2015				

CORRECTIVE ACTION/PREVENTIVE ACTION PLANS				
	AMERIGROUP	PEACHSTATE	WELLCARE	TOTAL
2008	2	8	5	15
2009	5	5	1	11
2010	12	8	11	31
2011	8	9	8	25
2012	4	5	5	14
2013	2	2	2	6
2014	0	0	0	0
2015	0	0	0	0
<b>TOTAL</b>	<b>33</b>	<b>37</b>	<b>32</b>	<b>102</b>
Note: For 2015, the numbers reflect CAPA plans for the period of May <b>Source: DCH Medicaid Division</b>				